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GSA TRANSITION COORDINATION CENTER

Transition Training Handbook

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1 PURPOSE

The Transition Coordination Center (TCC) developed the Transition Training Handbook (TTH) to provide all Networx stakeholders with information critical to the successful transition of telecommunication services to Networx contracts. The objectives of the TTH include:

- Serving as a central reference document and instruction publication to guide all aspects of general Government and Agency-specific transition activities.
- Evolving with the transition program.
- Serving as a master guide for all aspects of transition.
- Serving as an historical reference for similar transactions in the future.

To meet these objectives, the TTH focuses on providing Networx customers (Agencies) and contractors a single source of information on topics related to Networx transition. The TCC developed the TTH from an outline reviewed and augmented by the Interagency Management Council (IMC) Transition Working Group (TWG). The TTH provides summary information along with data sources, enabling stakeholders to obtain the information needed to facilitate a successful transition to Networx.

2 NETWORKX OVERVIEW

The Networkx program offers comprehensive best value telecommunications providing for new technologies, contractors, and ways to achieve a more efficient and effective Government. Networkx allows Agencies to focus their resources on building seamless, secure operating environments while ensuring access to the best technology the industry has to offer. The following link provides access to the General Services Administration (GSA) Networkx webpage, which displays information on the program and links to the awardees.

[Networkx Overview](#)

The Networkx program consists of two broadly scoped acquisitions providing comprehensive service suites.

[Networkx Universal](#)

Awarded to three contractors on March 29, 2007, Networkx Universal provides a full range of services, ensuring continuity from FTS2001 (including both Bridge and Crossover contracts).

[Networkx Enterprise](#)

Awarded to five contractors on May 31, 2007, Networkx Enterprise offers Internet Protocol (IP) services and various additional services.

All contracts have a four-year base with three two-year options.

2.1 Service Categories

Summaries of services provided on the Networkx contracts are available through the following links:

[Networkx Universal Service Categories](#)

[Networkx Enterprise Service Categories](#)

Details of services provided on the Networkx contracts are available in the Statements of Work (SOWs):

[Networkx Universal SOW \(Section C of zipped file\)](#)

[Networkx Enterprise SOW \(Section C of zipped file\)](#)

2.2 Service Enabling Devices (SED)

A Service Enabling Device (SED) is a unit of, or separately priced component within, contractor-provided and -owned equipment used to meet the interface requirements of an individual service. In addition, the Government can use an SED to implement access aggregation and integration to provide a lower service delivery cost. An SED may also be a unit of, or separately priced component within, contractor-provided and -owned equipment or software used to enable the requirements associated with the Management and Applications Services and Security Services. A Networkx vendor can only offer an SED as needed to provide delivery of service acquired under this contract.

Details on SEDs are available in the Networx contracts:

[Networx Universal SOW \(Section B of zipped file\)](#)

[Networx Enterprise SOW \(Section B of zipped file\)](#)

SED prices are composed of some or all of the following elements:

- A charge for the SED. The contractor shall provide a one-time charge (the Device Non-Recurring Charge or DNRC) and a monthly charge for a contractor-selected time period (the Device Monthly Recurring Charge or DMRC). The Agency will select either a DNRC or DMRC at the time of order. The DNRC is determined by a fixed discount from the manufacturer's official list price for the SED. At the end of the contract, all DMRCs terminate, regardless of any remaining months in the selected time period.
- With respect to transition reimbursable expenses, DNRC is reimbursable, but DMRC is not.
- A Non-Recurring Charge (NRC) to cover initial installation and outside moves of an SED connected at a fixed location. For a mobile SED, this charge element shall apply for delivery of the device(s) to the user-designated location.
- An NRC to cover inside moves of SED(s) at a fixed location, that is, an equipment move within same premises without change of the access arrangement.
- An NRC to cover on-site modification or upgrade of installed equipment at a fixed location. For a mobile SED, this charge element shall apply for off-site modification or upgrade of delivered equipment, including all associated transportation costs associated with drop-off and return.
- A Maintenance Monthly Recurring Charge (MMRC) to cover ongoing maintenance, starting with the accepted installation or completed delivery of the SED(s).

2.3 Service-Level Agreements

[A future release of the TTH will provide Information about Service-Level Agreements (SLAs).]

2.4 CLIN Mapping

The Networx contracts use Contract Line Item Numbers (CLINs) to identify each service, feature, SED, and other component that Agencies can order; whereas, the FTS2001 contracts use schedule identification (SCID) to do the same. Networx CLINs are on the Pricer website. Downloads from this site include a complete set of CLINs, as well as a mapping of FTS2001 SCIDs to Networx CLINs. Public users can access the Pricer through the following website:

[Pricer - public site](#)

Section 6.7.4, *Networx Pricer*, of this handbook provides further information on the Pricer tool.

2.5 Geographic Serving Wire Centers

A Serving Wire Center (SWC) is a physical location of the Local Exchange Carrier's central

office. The identifier for the SWC is the first eight characters of Telcordia's Common Language Location Identifier (CLLI™) Code and is stored in the Local Exchange Routing Guide (LERG).

The SWCs play an important role in determining locations for mandatory service by all Networkx contractors. Networkx contractors use the SWCs to determine pricing for Networkx services by establishing a common distance marker that can be used to measure distance to and from Points of Presence (POPs) and Service Delivery Points (SDPs).

2.5.1 Distance Measurements

For domestic locations, all distance measurements are performed using Vertical and Horizontal (V&H) coordinates. The LERG, or its successor, derives the V&H coordinates of a serving wire center. The Networkx contractors provide and maintain the V&H coordinates of POPs in tables and other documents prepared for the Government. The contractors report all distances in miles.

2.5.2 Coverage Requirements

The Networkx contracts provide continuity of service availability to Agencies using FTS2001 and other FTS contracts. The Networkx contractors provide service availability as specified in Attachment J.2, *Geographic Coverage*, of the Networkx contracts.

In order to maximize service availability to the Government at contract startup, and over the life of the contract, the Networkx contractors provide service to the Government commercially, as specified in Attachment J.2. After contract award, the contractors are required to update service coverage by contract modification to remain current with their commercial coverage. In addition, when requested by the Government, the contractors are required to provide service to any location not served in their initial contracts or covered by a subsequent contract modification. When the Government makes such a request, the contractors will submit a timely proposal reflecting all necessary changes to the contract for negotiation with, and acceptance by, the Government. Attachment J.4, *Guidelines for Modifications to Networkx Program Contracts*, of the Networkx contracts covers the specific requirements.

Section J.2.3, *Access Arrangement Coverage*, of the SOW describes geographic coverage requirements for domestic areas. Networkx contractors provide services at POPs serving the locations indicated. At a minimum, the contractors provide and price service for the following SWCs:

- Those that map to one or more Network Site Codes in the Traffic Model.
- Those listed in the Networkx Hosting Center (NHC), a secure website containing software and data used to enter Networkx prices and compute costs, as the mandatory Networkx Universal or Enterprise SWCs.
- Those where service is available commercially from the contractor. At these SWCs, all mandatory Networkx Universal or Enterprise services available commercially from the contractor shall be provided and priced.
- Those that map to Network Site Codes beyond those contained in the Traffic Model, as requested by the Government.

Sections J, *List of Attachments*, of the Networkx contracts are available through the following links:

[Networkx Universal SOW \(Sections J of zipped file\)](#)

[Networkx Enterprise SOW \(Sections J of zipped file\)](#)

2.5.3 ***Networkx Inventory Codes***

The Networkx contractors subscribe to Telcordia's CLLI™ system to generate both the Networkx Inventory Code and the Network Site Code. For those locations where dedicated access is required for the service ordered, the Network Site Code is used to determine the SWC that serves the Service Delivery Point (SDP). GSA maintains and provides a mapping of Network Site Codes to SWCs. The Network Site Code uses geographical and geopolitical codes to represent buildings, structures, enclosures or other fixed, physical locations. The Network Site Code has eight alphanumeric characters. The first four are the Geographical representation of the city. The next two are the Geopolitical representation of the state or country. The final two represent the building associated with that Geographical/Geopolitical pair.

The Networkx Inventory Code has several purposes: Ordering, Billing, Inventory Management, Service Management, and reporting. The Networkx Inventory Code is eleven alphanumeric characters. The first eight make up the Network Site Code, and the last three represent the contract and the service ordered by the Agency at the Network Site Code. The Networkx contractors follow the conventions when validating an address for the SDP(s) for each order. If the vendor determines the Agency has not provided the correct address, the vendor is required to obtain the correct address through the order validation process, as described in section C.3.5.1 of the SOW, *Direct Ordering*, before completing the order.

2.6 **Networkx Security**

[A future release of the TTH will provide Information about Networkx Security.]

3 TRANSITION OVERVIEW

Transition is defined as the movement of services from the expiring FTS2001 contracts to Networx, and continues until all FTS2001 services have been disconnected. Transition planning, transition execution, and management activities are critical for a successful transition to Networx, and require participation by all relevant stakeholders. Agencies using FTS2001 services have the primary responsibility for completing transition successfully.

GSA, as the owner of the contracts and Program Management Office (PMO), supports the Agencies by managing the contractors and providing a Government-wide perspective to transition planning, execution, and progress tracking and reporting. Figure 3-1, *Transition Stakeholders*, provides a view of the primary stakeholders in the Networx transition. Section 0,



GSA has identified four major transition goals:

- *Minimize service impact*
- *Transition service prior to FTS2001 contract expiration*
- *Expedite availability of new services, and*
- *Minimize transition expense*

Roles and Responsibilities, describes all stakeholders presented in this figure.

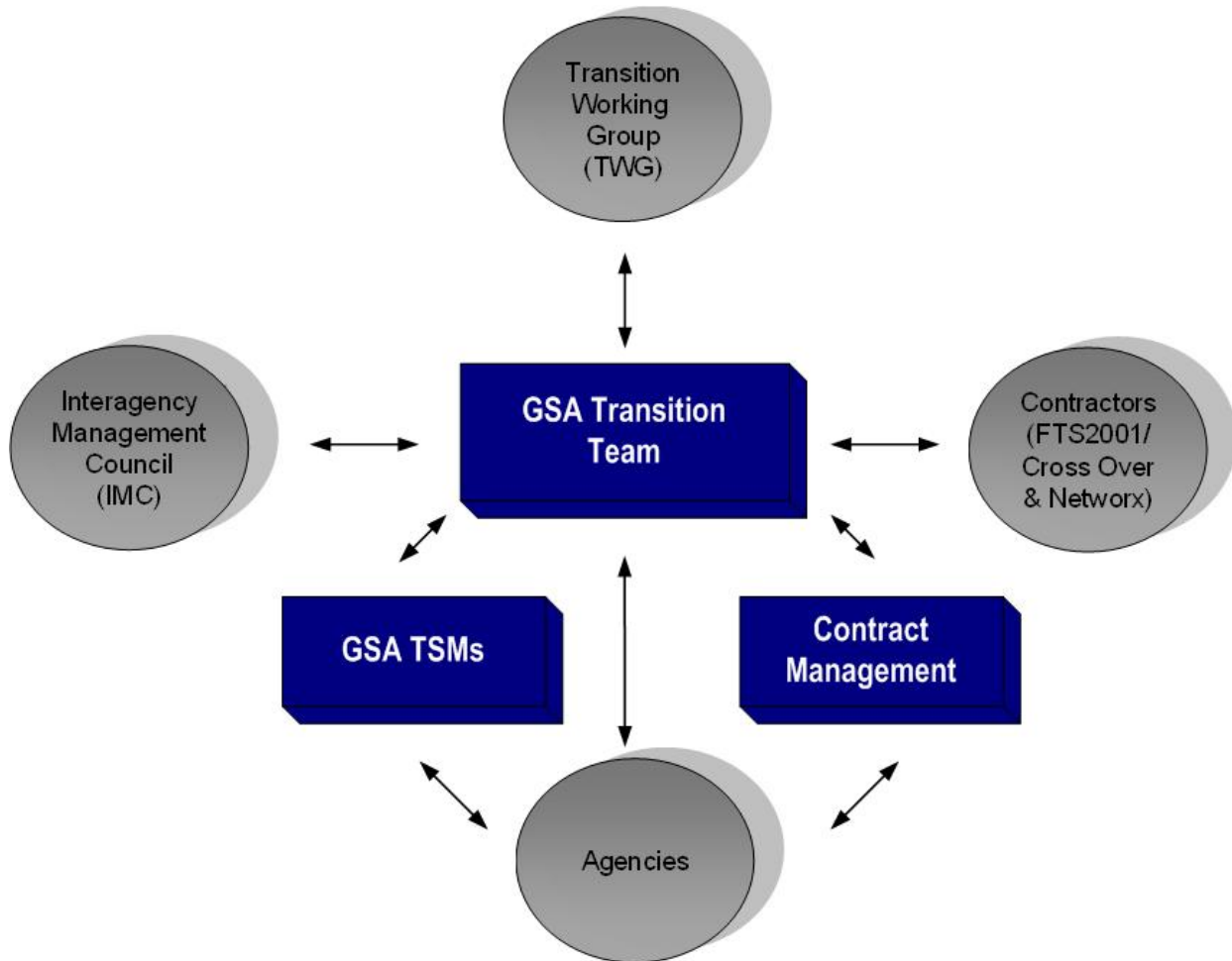


Figure 3-1: Transition Stakeholders

3.1 Minimize Service Impact

It is important to minimize interruptions in Agencies' operations as they transition services from FTS2001 to Networx. One way to manage this is for Agencies to identify mission critical services to be transitioned during low risk periods. Similarly, cutovers should be performed at times of lowest activity whenever possible. Agencies should also define critical periods of operation during which transitions should be avoided, or more carefully orchestrated, such as during tax season for the Internal Revenue Service (IRS) or hurricane season for the Federal Emergency Management Agency (FEMA). It is also important that the contractors test new services in advance of the scheduled cutover time, and that GSA manage the contractors using established procedures for falling back to incumbent services if cutovers fail.

3.2 Transition Service Prior to FTS2001 Contract Expiration

While the base period of the FTS2001 Bridge contracts will provide services through December 2008, the volume of activity associated with a transition effort as large as the FTS2001 transition

to Networx requires that GSA and the Agencies begin transition activities as soon as possible to ensure no break in service due to expiration of the contracts.

3.3 Expedite Availability of New Services

The Networx acquisitions include services currently in use on the FTS2001 contracts, as well as approximately 20 new services that reflect new technologies and new customer requirements. This provides the Agencies the opportunity to transform from legacy services to converged services, such as Voice over Internet Protocol (VOIP) and to newer technologies, such as from Asynchronous Transfer Mode (ATM) or Frame Relay to IP. The combination of more services, greater competition, and improved performance provides significant incentive to transition to Networx.

3.4 Minimize Transition Expense

The costs associated with the Networx transition are directly related to the overall length and scope of the effort. For example, costs such as Government staff augmentation and contractor support can be significantly reduced with proper planning. The need to run parallel operations during the transition can also significantly impact an Agency's overall cost for transition. In an attempt to minimize financial impacts, GSA began working with the Agencies in 2003 to plan for the transition. This planning has provided the necessary amount of time needed to identify risks and implement mitigation solutions, as well as program for financial resources well in advance.

3.5 Transition Approach

The Government Accountability Office (GAO) identified the following best practices for conducting effective transition planning:

1. Establish an accurate telecommunications inventory and an inventory maintenance process.
2. Perform a strategic analysis of telecommunications requirements and use this to shape the Agency's management approach and guide efforts when identifying resources and developing a transition plan.
3. Establish a structured management approach that includes a dedicated transition management team that will use clear lines of communication in addition to key management processes, such as project management, configuration management, and change management.
4. Identify the funding and human capital resources that the transition effort will require.
5. Develop a transition plan that includes transition objectives, measures of success, risk assessment, and a detailed timeline.

GSA and the Agencies are working together to ensure sound transition planning, as well as execution and management of transition. The IMC chartered the TWG to support these functions. GSA has a strategic role in defining transition planning, transition execution, management activities and stakeholders. GSA's approach to planning for transition includes facilitating the establishment of the inventory to be transitioned and leading the definition and

resolution of program-level factors and issues.

GSA's strategic planning activities include:

- Validating the inventory of services on existing contracts
- Estimating the program costs of transition
- Modifying incumbent FTS2001 contracts to provide greater transition support
- Planning for transition of services delivered through GSA's regional offices
- Addressing the impacts of security compliance on the start of transition
- Standardizing the guidance on who can place orders on the Networx contracts
- Establishing a TCC
- Assessing the readiness of GSA's operational support systems (OSSs) for transition
- Offering support to Agencies for transition planning
- Providing guidance to Agencies for making Fair Opportunity (FO) decisions
- Guiding the contractors' development of transition plans
- Maintaining a master schedule of Government-wide activities

GSA's transition execution and management activities include:

- Advising Agencies on the terms of the contracts regarding provisioning services and monitoring progress of service delivery
- Tracking and reporting transition progress
- Communicating with Agencies and contractors and resolving issues
- Transitioning customized solutions

3.6 Transition Sequence of Events

The following activities are necessary for Agencies to successfully complete transition:

- Appoint Transition Manager (TM) (See Section 5.1, *Identify Key Personnel*)
- Validate FTS2001 inventory (See Section 5.2, *Validate FTS2001 Inventory*)
- Develop requirements (See Section 5.3, *Develop Requirements*)
- Appoint Designated Agency Representative (DAR) Administrator (See Section 5.1, *Identify Key Personnel*)
- Conduct Fair Opportunity (See Section 0, **Error! Not a valid bookmark self-reference.**)
- Appoint DAR (See Section 5.1, *Identify Key Personnel*)
- Place transition orders (See Section 6.1, *Order Placement Process*)
- Order disconnects (See Section 6.4, *Disconnects*)

Figure 3-2, *Transition Sequence of Events*, depicts a recommended sequence of events for Agencies to follow to accomplish transition activities successfully.

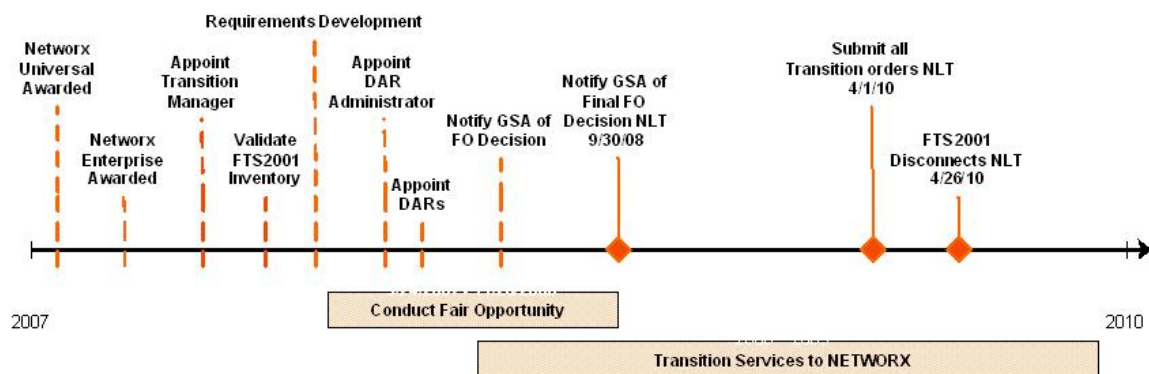


Figure 3-2: Transition Sequence of Events

Table 3-1, *Responsible Personnel for Transition Events*, identifies personnel responsible for key transition events.

Table 3-1: Responsible Personnel for Transition Events

Responsible Personnel	Transition Events
Agency Chief Information Officer (CIO)	Appoint Transition Manager
Transition Manager	Validate FTS2001 Inventory
Transition Manager	Develop Requirements
Agency Appointing Authority	Appoint DAR Administrator
Agency Contracting Officer	Conduct Fair Opportunity
Agency Contracting Officer	Notify GSA of FO Decision
Agency Contracting Officer	Notify GSA of Final Transition Fair Opportunity Decision
Agency Commensurate Authority	Appoint DAR(s)
Networkx DARs	Place Orders
FTS2001 DARs	Order Disconnects

4 ROLES AND RESPONSIBILITIES

This section describes the roles and responsibilities of key personnel for the transition to Networx.

4.1 GSA Transition Team

The GSA Transition Team is comprised of three interdependent functions: GSA Transition Planning and Management, the TCC, and Regional Services. The GSA Transition Team is responsible for providing oversight of the activities for the FTS2001 and Networx programs that are directly related to the transition.

4.2 GSA Transition Planning and Management

The GSA Transition Planning and Management team is responsible for the overall planning, execution and management of transition from GSA's perspective. The GSA Transition Manager leads the Transition Planning and Management team and is responsible for managing all aspects of transitioning services from the FTS2001 contracts to Networx. A dedicated transition team to help coordinate the execution of transition tasks and activities, including transition planning, transition oversight, and project management supports the Transition Manager. Table 4-1, *GSA Transition Planning and Management Roles and Responsibilities*, documents the roles and responsibilities of this team.

Table 4-1: GSA Transition Planning and Management Roles and Responsibilities

Stakeholder	Transition Roles	Transition Role Details
GSA Transition Planning and Management Team	Transition Activities	Coordinate activities of GSA Transition Planning and Management Team, TCC, GSA's support contractors, Agency Transition Managers, and Networx contractors.
	Networx Transition Strategy	In conjunction with TWG and TMs, develop and disseminate strategic guidance and Government-wide plans. Develop overall strategy for transitioning to the Networx contracts that takes into account requirements of the Agencies as well as GSA.
	Transition Strategy and Management Plan (TSMP)	Develop TSMP to describe how the transition will be conducted to include processes and timelines needed to meet the requirements of the overall transition effort.
	Agencies' Guidance	Participate as a member of the TWG in defining, developing, and disseminating guidance to customer Agencies regarding the Networx transition effort.

Stakeholder	Transition Roles	Transition Role Details
	Networkx Contract Compliance	Enforce compliance with Government responsibilities for transition in the Networkx contracts.
	TCC Management	Manage the overall operation of the TCC and transition efforts.
	Planning and Execution with Regional Services	Coordinate transition planning and execution activities with Regional Services.
	Agency Assistance	Provide guidance and assistance to Agencies for the transition to Networkx.
	Performance Monitoring	Monitor Networkx contractors' performance during the transition.
	Program Management	Provide program management and control for transition, including maintaining the master schedule.
		Define the roles and responsibilities of GSA organizations and teams supporting transition and establish interfaces to them.
	Coordination with Oversight Stakeholders	Support GSA management in its coordination with external stakeholders such as Congress, the Office of Management and Budget (OMB), and the GAO, concerning the Networkx transition.
	Program Analysis	Complete an estimate of the program costs of transition and manage expenditure of budgeted monies.

4.2.1 GSA Transition Coordination Center (TCC)

The TCC is a GSA organization headed by the TCC Manager and reporting to the GSA Transition Manager. The TCC Manager is the primary interface between the TCC, TWG, Agency Transition Managers, and transition teams of the FTS2001 and Networkx contractors. Table 4-2, *GSA TCC Roles and Responsibilities*, identifies the functions that comprise the TCC. Section 6.13, *Transition Coordination Center (TCC)*, describes the TCC concept of operations.

Table 4-2: GSA TCC Roles and Responsibilities

Stakeholder	TCC Team	Transition Role Details
Transition Coordination	Cut Team	Provide cutover assistance to TCC customers as required.
	Systems Support Team	Perform system development, administration, maintenance, and troubleshooting of the software applications that support the TCC.

Stakeholder	TCC Team	Transition Role Details
	Operations Team	Conduct the day-to-day TCC activities, which include tracking action items, managing day-to-day assignments of work schedules, developing Standard Operating Procedures (SOPs), conducting TCC internal training, tracking and reporting on transition, and managing trouble tickets.
	Project Management and Control Team	Develop and maintain a schedule of all TCC activities, manage and administer the TCC contractors' performance under their Task Order, and provide oversight of the other TCC teams' activities.
Regional Transition Support	Regional Transition Team	Serve as liaison to the Regional Transition Managers who are located throughout the eleven GSA regions.
		Facilitate resolution of issues that affect multiple customers and multiple regions.

4.2.2 GSA Regional Support

GSA Regional Services is responsible for planning and coordinating the transition from FTS2001 to Networx for the Agencies that have service through the regions' consolidated systems. Table 4-3, *Regional Services Roles and Responsibilities*, summarizes the roles and responsibilities of GSA Regional Services for Networx transition. The Regional Support liaison function will coordinate between the TCC and Regional Services.

Table 4-3: Regional Services Roles and Responsibilities

Stakeholder	Transition Roles	Transition Role Details
GSA Regional Services	Regional Transition Managers (RTMs)	Provide transition support for the consolidated systems in their regions. Track and report the completion of transition orders for their specific regions.

Stakeholder	Transition Roles	Transition Role Details
	Transition Plans	Develop regional transition plans.
	Assessments	Perform regional assessments.
	Resources	Identify regional transition resource requirements.
	Communication	Communicate with customers on a local, regional, and national level as well as with the TCC.
	Participation	Participate in transition and acquisition working groups and work with the Networkx PMO (NxPMO) and Transition Team to resolve issues and assist customers with using Networkx in conjunction with regional contracts.

4.3 Technology Service Manager, formerly Global Account Manager

Technology Service Managers (TSMs) are GSA Federal Acquisition Service (FAS) personnel assigned to specific Agencies, who serve as the customer's single point of contact for network services. TSMs serve as an Agency's first line of communication with GSA and coordinate with the TCC to provide customer outreach as required. TSMs provide advisory and educational services to major Agencies; however, they do not provide dedicated support for transition execution. The Networkx PMO (NxPMO) Help Desk (see Section 6.7.3, *Networkx PMO Help Desk*) is the primary interface to GSA (specifically the TCC) for transition support.

4.4 Contract Management (Program Management Office)

Contract Management is responsible for overall life-cycle management of the FTS2001 and Networkx contracts. It supports transition through Subject Matter Experts (SMEs) in the areas of inventory, billing, ordering process, contract deliverables, GSA OSS, FTS2001 and Networkx OSS, contract modifications, the SOW process, and other topics that, while not specifically transition, certainly impact the success of transition. SMEs have an in-depth understanding of telecommunications technology and the Networkx contracts. They will coordinate with Agency personnel and contractors (both FTS2001 and Networkx) as needed throughout the life of the contract.

4.5 Interagency Management Council

The IMC serves as an advisory body for the development, coordination, and oversight of telecommunications programs pertaining to the Federal Government and related activities and organizations. The IMC is comprised of senior Federal executives representing the Cabinet-level departments and several other Agencies. The IMC also provides a forum for Agency participation in the planning and oversight of GSA's telecommunications services. Additionally, the IMC resolves issues escalated by the IMC TWG as needed.

4.6 IMC Transition Working Group

The IMC TWG is responsible for channeling Agency issues to the appropriate groups, including

the IMC and other key stakeholders, in order to provide meaningful guidance on transition issues. As an active member of the TWG, GSA facilitates resolution of TWG issues in coordination with the TWG Chairperson. GSA is responsible for capturing all Agency issues, providing guidance where necessary, and tracking the issues through resolution.

The TWG promotes collective Government planning related to the transition from expiring FTS2001 contracts to the Networx contracts. The TWG has encouraged Agencies to send representatives to TWG meetings in order to voice transition concerns, seek guidance on transition issues, and learn about transition best practices. Specifically, the TWG addresses technical, contractual, operational, political, and financial aspects of the FTS2001 and Networx contracts.

4.7 Transition Manager

A TM is a Government employee (or appointed contractor) who acts as the central point of contact for facilitating the dissemination of information for transitioning an Agency's telecommunication services from FTS2001 (including both Bridge and Crossover contracts) to Networx. GSA recognizes the TM for transition purposes only.

The process for establishing a TM starts with the Agency Chief Information Officer (CIO) designating the TM for the Agency. This designation is provided to GSA in the form of a CIO letter appointing the TM.

Once GSA receives the CIO letter, GSA sends a welcome packet to the designated TM. The welcome packet includes: welcome letter, TM information form (must be signed and returned to GSA), Non-Disclosure Agreement (NDA) (must be signed and returned to GSA), Contractor NDA (where applicable), Government Contractor information, meeting calendar, and a list of responsibilities. Once GSA receives the signed NDAs, it updates the TM list with the new TM information, sends a confirmation email to the new TM, and provides a user Identification (ID) and password for the TWG website. This access allows new TMs to stay up to date on all things related to transition.

Agency TMs engage in the following activities: (The TCC will publish a Transition Managers' Handbook and provide the link in this document. It will provide a more detailed description of these activities.)

- Engage Agency staff to address requirements
- Escalate issues to TWG or Agency management as appropriate
- Provide overall program management support of the Agency's transition to Networx
- Plan and prepare Agency-specific transition strategies
- Execute activities of the overall transition to ensure that FTS2001 services are transitioned to Networx
- Ensure transition orders are placed in a timely fashion
- Serve as the designated point of contact for the planning and management of all transition activities
- Serve as the interface to the GSA Transition Team

- Submit or validate and forward requests for Agency personnel to access transition systems in order to centrally control who has what authorities within each system

4.8 Agency-Level Transition Team

The Agency Transition Team includes the Designated Agency Representative (DAR) Administrator, the DARs, Local Government Contacts (LGCs), and other Agency Key Personnel.

4.9 Designated Agency Representative Administrator

Agencies appoint individuals who are authorized to place orders under Networx contracts for their Agency, consistent with the FO Decision made by the Agency Contracting Officer. The Networx Universal and Enterprise contracts refer to these individuals as DARs.

A DAR Administrator is an Agency employee (not a contractor) who compiles, tracks, disseminates, and maintains an up-to-date listing of all DARs and their ordering authority specific to their Agency. The DAR Administrator provides the listing (and any updates) to both the Networx contractor and GSA.

Based upon an Agency's structure there may be more than one DAR Administrator. The Agency will identify the DAR Administrator(s) (and any subsequent changes to those designated as DAR Administrator(s)) to the Networx contractor as well as to GSA. Appointments shall be in writing, and the appointment letter for each DAR must be addressed to the selected Networx contractor with a copy to the GSA PMO.

The DAR Administrator maintains a list of DARs authorized to place orders on Networx contracts, the Agency Hierarchy Code(s) (AHC) or billing account code(s) against which they can order, type of service(s), dollar limit, and any other limits placed on their ordering authority. The DAR Administrator will specify to the Networx contractor (in writing) the authority granted to each DAR and provide the contractor any changes to that authority. The DAR Administrator performs this administration through the DAR List and User Registration, in accordance with procedures outlined in the applicable Networx contract.

DAR Administrators provide necessary instruction or training to DARs to ensure that DARs are fully aware of the Agency's requirements and those limitations placed upon their ordering authority and understand the ordering procedures specific to the contracts for which DAR authority has been provided them.

4.10 Designated Agency Representative

Agencies designate individuals who are authorized to place orders under Networx contracts for their Agency, consistent with the FO Decision made by the Agency Contracting Officer. The



Continuity of Operations

Agencies should pay special attention to continuity of operations (COOP) and consider appointing a DAR Administrator who is part of COOP staff.



DAR Administrator Guidelines

For more information concerning DAR Administrators, please refer to the DAR Guidelines that can be found on the Networx website:

[DAR Guidelines](#)

Networx Universal and Enterprise contracts refer to these individuals as DARs. The DAR is responsible for performing in accordance with the terms and conditions of the contract; with any rules, regulations, and conditions promulgated and enforced by the Agency; and with any limitations/authorities specified in the DAR appointment document.

DARs must be appointed in writing by an individual with commensurate authority, in accordance with Agency regulations and policies (hereafter referred to as the Agency Commensurate Authority). Appointments shall be in writing, and the appointment letter for each DAR must be addressed to the selected Networx contractor with a copy to the GSA PMO. The appointment letter shall specify the Agency name; the name of the DAR Administrator; the DARs' names, phone numbers, and email addresses; the Networx contracts under which each DAR is authorized to place orders; AHCs or billing account codes for which each DAR is authorized to place orders; and any restriction of the type, dollar value, geographic location, or other limitations placed on the DAR by the Agency.



DAR Guidelines

For more information concerning DARs, please refer to the DAR Guidelines that can be found on the Networx website:

[DAR Guidelines](#)

Figure 4-1, *DAR and Fair Opportunity Process*, depicts the appointment of DARs and how this process fits into the sequence of required steps to use the Networx contracts.

Network Contractor accepts orders only from those authorized to place (COs or DARs) (**Network Contract C3.5.1**). DAR Guidelines simplified to call both DARs (DAR Guidelines). Therefore, Network Contractor must validate orders against DAR List, which must come from the Agency DAR Administrator.

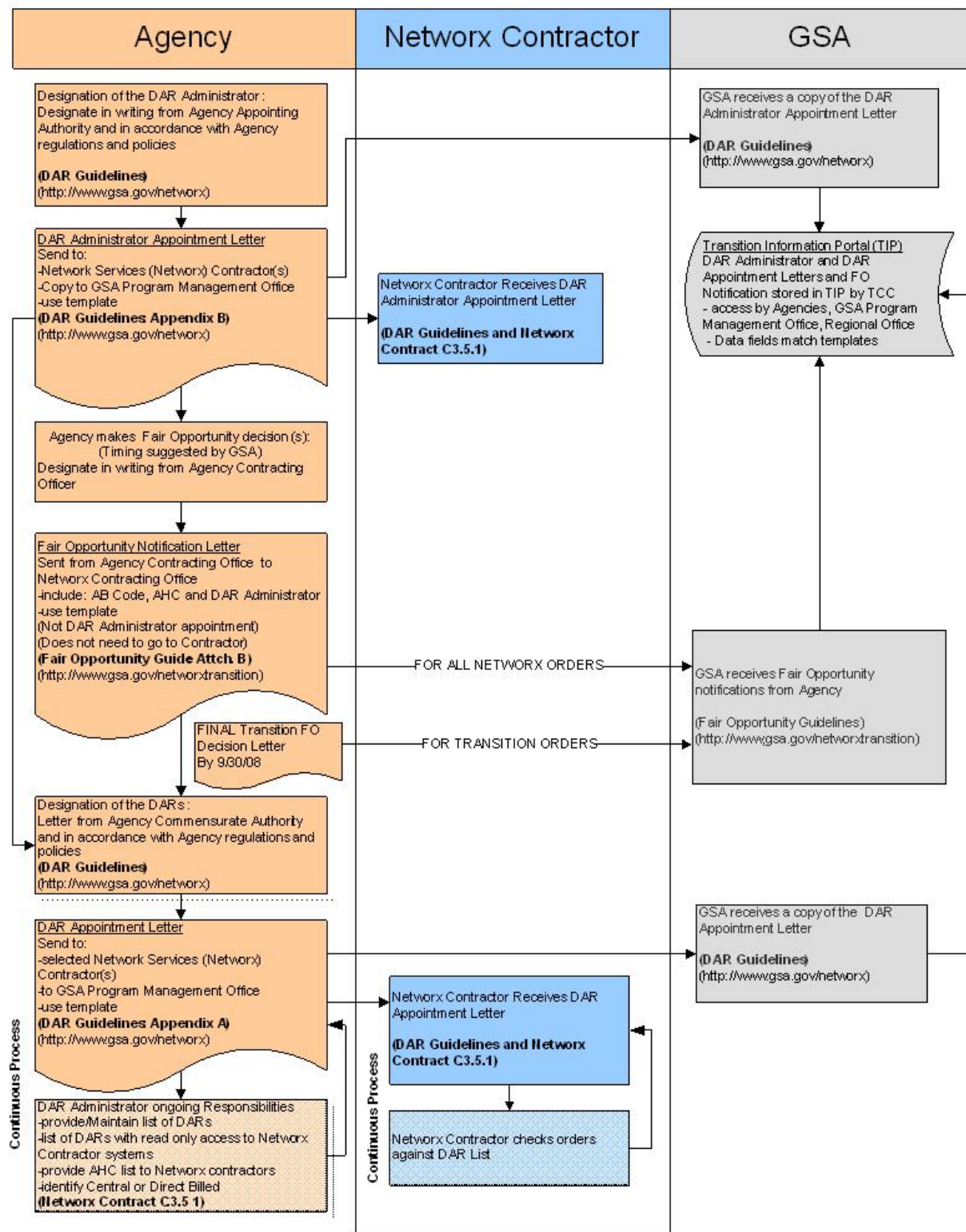


Figure 4-1: DAR and Fair Opportunity Process

4.11 Local Government Contacts

LGCs are technical contacts at service delivery points or Agencies' sites who work in conjunction with FTS2001 contractors, Networkx contractors, Agencies, and other transition stakeholders to successfully transition services to Networkx. Table 4-4, *Local Government Contacts Roles and Responsibilities*, presents the roles and responsibilities of LGCs.

Table 4-4: Local Government Contacts Roles and Responsibilities

Stakeholder	Transition Roles	Transition Role Details
Local Government Contact (LGCs)	Provide Site Access	Coordinate site visits.
		Review contractor credentials.
		Coordinate site access.
	Coordinate Government Furnished Property	Receive need for Government Furnished Property (GFP).
		Coordinate delivery of GFP.
	Installation Coordination	Review orders to prepare for installation.
		Communicate with the Networkx contractor(s) and site contacts.
		Ensure site, equipment, and resources are prepared.
	Changes or Notifications	Receive notifications from contractor(s) on changes or problem notifications of transition orders.
		Verify impact of changes or problems.
		Coordinate with local points of contact to resolve problems that may arise.
		Manage change requests.
	Test and Service Acceptance	Coordinate and oversee test and acceptance procedures.
		Test services as provided.
		Report and resolve issues with the Networkx contractor(s) regarding faulty service.
		Issue acceptance notices as required by Agencies.

4.12 Other Agency Key Personnel

Depending on an Agency's transition requirements, there may be a need to identify additional staff for implementation of transition activities. These resources may come from within an Agency or they may be procured.

4.13 FTS2001 Contractors

FTS2001 contractors have a critical role in the cutover and ultimate disconnection of services from their contracts. They participate in service-by-service transition planning activities and interact with the GSA Transition Team, Agencies, and Networkx contractors. The FTS2001 contractors are responsible for coordinating with Agencies and Networkx contractors to disconnect all FTS2001 services as requested by the Agencies. Additionally, the FTS2001 contractors interact with the GSA TCC by providing transition status reports. The GSA TCC Team uses these reports to track overall progress as Agencies transition to Networkx. Table 4-5, *FTS2001 Contractors' Roles and Responsibilities*, identifies the specific roles and responsibilities of FTS2001 contractors.

Table 4-5: FTS2001 Contractors' Roles and Responsibilities

Stakeholder	Transition Roles	Transition Role Details
FTS2001 Contractor	Provide Transition Planning Support	Assist Agency efforts to prepare for transition execution, such as to develop baseline inventory, determine system requirements, and gather site-specific information.
	Identify a Transition Point of Contact (TPOC)	Select a TPOC to facilitate the transition of services to the Networkx contract.
	Participate in Detailed Service-by-Service Transition Planning	Participate in a detailed service-by-service transition planning with Networkx contractors beginning with the award of the Networkx contract and continuing until the last circuit is disconnected.
	Provide Circuits as Gateways Required to Interface with Successor Provider Networks	Support the Network Interface Facilities (NIFs) for gateways in accordance with service orders placed by GSA. GSA will coordinate the NIF requirements with the Networkx contractor prior to placing service orders.
	Provide Transition Support Data	Provide additional provisioning information to the Agency Transition Manager or Local Government Contact on the transitioning service within two weeks of receiving the request. FTS2001 contractors are not required to provide proprietary details of the network internals.
	Prepare Routing Translations and Orders	Prepare, pre-test, and activate network routing and trunking translations, and other required software changes with the Networkx contractor on a coordinated basis. Networkx contractors must provide a minimum of two weeks for testing.

Stakeholder	Transition Roles	Transition Role Details
	Support Pre-Cutover Testing	Support pre-cutover testing and access to the network of the Networkx contractor during normal business days (NBD). The Networkx contractor must provide a minimum of two weeks notice of testing dates to the FTS2001 contractor.
	Support Fall Back Requests	Provide fallback capabilities if a transition cutover fails, or there is a problem with the Networkx contractor's service after cutover.
	Provide Transition Status Reports	Present weekly transition/phase-out status report to the GSA Transition Manager and the Agency Transition Manager. The report contents and data elements must conform to the FTS2001 contractual reporting requirements.

4.14 Networkx Contractors

The Networkx contractors are responsible for delivering services ordered by Agencies in compliance with the Networkx contracts. Networkx contractors will work directly with Agency representatives to provide transition planning, transition execution, and communication support, with GSA's oversight. Networkx contractors will also coordinate essential transition activities with the GSA TCC to ensure that Agencies receive quality service with an emphasis on making transition successful. Toward that end, SLAs on the Networkx contracts are in full effect during transition. Table 4-6, *Networkx Contractors' Roles and Responsibilities*, identifies the roles and responsibilities of Networkx contractors.

Table 4-6: Networkx Contractors' Roles and Responsibilities

Stakeholder	Transition Roles	Transition Role Details
Networkx Contractors	Transition Planning Support	Provide transition planning documents as specified in the contract, including Transition Management Plan (TMP), Agency-Level Transition Plans (ALTP), and Transition Project Specific Plans (TPSPs).
		Provide guidance to GSA and the IMC relative to industry issues, interests, and best practices.
	Transition Execution Support	Accept and acknowledge orders.
		Provide services ordered within contractual intervals.
		Conduct cutover of service.
		Provide the status of transition activities.
		Support efforts of Agency and contractors to mitigate schedule issues while meeting provisioning SLAs.

Stakeholder	Transition Roles	Transition Role Details
	Communications Support	Provide <i>Transition Action Notices</i> that describe transition activities scheduled for execution in sixty (60) days.
		Provide <i>GO/NO-GO Transition Notices</i> that alert recipients to the status of transition cutovers or other significant activities scheduled within the next 24 to 48 hours.
		Provide <i>Weekly Transition Planning Reports</i> that describe progress in scheduling transitions.
		Provide <i>Weekly Transition Execution Reports</i> that describe progress in completing transitions.

4.15 GSA Regional Services

GSA Regional Services assists with the transition process of planning for and transferring of Agency local and long-distance telecommunications services currently provided on a GSA Consolidated Switch to the new Networx contract. GSA Regional Transition Managers (RTMs) and GSA Regional Services staff function as the first tier technical and customer service representatives to Agencies where GSA provides Consolidated Switch telecommunications services.

Each GSA Region has assigned a primary and alternate RTM who will lead the Consolidated Switch transition for Agencies moving to the Networx contract.



GSA Regional Services

A listing of RTMs can be found under the GSA Regional Services folder on the Networx Transition Management Website:

Secure: [RTMs](#)

5 TRANSITION PLANNING

In coordination with the TWG, GSA provides guidance through a variety of documents to support Agency level transition planning activities. Documents such as the TWG Pre-Award Transition Guide, DAR Guidelines, and various templates for Agencies to use at their discretion have been, and are being, developed to provide Agencies with specific transition planning guidance. With regard to transition planning, GSA expects Agencies to:

1. Establish a transition baseline inventory of their FTS2001 services
2. Prioritize their services to be transitioned
3. Develop transition schedules and share them with GSA
4. Conduct risk management activities in order to minimize transition risks
5. Copy GSA on the appointment letters for DAR Administrators and DARs
6. Notify GSA of FO decisions the Agency has made
7. Support GSA in reporting valid transition progress status.

Effective planning will best prepare an Agency to transition to Networx by defining what services will be transitioned, how the transition will be executed, and by whom. While GSA is not expecting Agencies to develop formal transition plans, some Agencies may choose to do so. GSA would like to receive a courtesy copy of any Agency plans so that GSA is aware of Agency requirements, critical needs, mission impacts, schedules, priorities, and approaches to factor them into GSA's management approach. At a minimum, GSA needs to know each Agency's high-level approach to transition, including how it expects to group services and sequence them for transition, the target timeline, and any mission-critical factors.

Additionally, most Agencies have appointed TMs who are responsible for key aspects of the transition including planning, execution, tracking, and reporting of their Agency's process. GSA has asked the TMs to identify what level will maintain transition responsibility, whether it is at the headquarters level or distributed among Agency Bureaus or other subcomponents, and to provide points of contact for those levels. The establishment of Agency points of contact is a significant step in transition planning and ensuring proper communication to all transition stakeholders. TMs will act as the lead contact for the Agencies with FTS2001 and Crossover contractors, Networx contractors, and GSA. They will also carry out the roles and responsibilities as previously defined in Section 4.7, *Transition Manager*.

Specific transition preparation at the Agency level involves identifying key personnel, validating inventory, developing requirements, and conducting Fair Opportunity. GSA Regional Services is involved with planning activities for Agencies who have local services behind GSA consolidated systems. The following sections outline the Agency-level planning activities.

5.1 Identify Key Personnel

The following are key personnel for Agencies transition:

- TMs
- DAR Administrator

- DAR(s)

Each of these positions plays a critical role to an Agency's successful transition.

5.2 Validate FTS2001 Inventory

Establishment of an FTS2001 baseline inventory ensures Agencies and stakeholders have a comprehensive understanding of the services that must be disconnected and provides information on planning for the initial growth of services on Networx. Inventory establishment, that is, the development of Transition Baseline Inventory (TBI), is a necessary requirement for a successful transition as identified in the FTS2001 Lessons Learned. GSA's role relative to inventory establishment is to assist Agencies in developing an accurate baseline inventory. An accurate and complete inventory:

- Identifies the services to be transitioned and subsequently disconnected from FTS2001 contracts
- Provides a baseline of record for measuring transition progress in a consistent manner across all Agencies, contractors, and services
- Provides input to the Networx Pricer in order to facilitate Agency FO planning
- Serves as an input to the Transition Information Portal (TIP) for transition tracking
- Supports the transition reimbursement process

The TBI has evolved through a period of development and continuous building of the data therein. GSA populated TBI with data from the FTS2001 contractors and merged it with billing data GSA routinely receives. In January of 2007, GSA released the TBI into production and gave Agencies access to validate the records it contains or to upload their own data from Agency-specific databases. At the end of this validation period, GSA took a snapshot of the data to form the baseline from which to measure transition progress. Also during the validation period, GSA provided the list of street addresses from TBI to Telcordia to validate as many addresses as possible and their formats prior to Agencies placing orders. This should minimize provisioning errors or delays resulting from unknown addresses.

Although Agencies are not required to use the TBI application, there are several significant reasons for Agencies to validate the data. First, it will become the database of record for GSA's reporting of transition progress, Government-wide and Agency- or vendor-specific, and Agencies should use this as a basis for their internal reporting needs. One of the lessons learned from the previous transition is to prescribe single-source reporting to avoid conflicting data. In addition, GSA has recommended that Agencies who do not have an existing FTS2001 inventory use the TBI application for transition planning. The application will provide a starting point for Agencies to establish their validated baseline inventory.



Inventory Assistance Team

The Inventory Assistance Team (IAT) assists Agencies to ensure their inventories are correct during transition. The IAT can be reached through the Networx Help Desk at: 866-472-0274 or networx.support@gsa.gov.

5.3 Develop Requirements

Agency-specific mission needs and the operational model drive Networkx services requirements. Requirements for Networkx ordering should be determined by conducting a complete analysis of an Agency's current inventory of telecommunications services and its future operational needs. This analysis will determine how the Networkx service offerings can best meet an Agency's needs. Requirements can then be grouped in a Statement of Requirements (SOR) package and a vendor selected through the FO process to meet the Agency's requirements.

The steps for Requirements Development include:

- Determine Requirements
- Document Requirements and Service Groups
- Perform Market Research
- Determine Acquisition
- Determine Process Type
- Determine SOW Development Options

During this process, the Agency may wish to make use of Networkx service data available within the Networkx Public Pricer, a web-based application used for assisting Agencies with inventory pricing. The Public Pricer allows Agencies to view and compare prices for Networkx contractors for the current year as well as past years. This tool is accessible without a password, login, or Secure ID token, and provides access to:

- Current fiscal year prices
- Prior year's pricing
- Related resources

It is possible that an Agency could be best and most economically served by using both Networkx acquisitions. For example, an Agency requiring Call Center/Customer Contact Center Services may wish to use the Enterprise contract to meet these needs, while using the Universal contract for information transport services, such as Voice Services or Frame Relay Services.

5.4 Conduct Fair Opportunity

Fair Opportunity for Networkx is the selection of Networkx Service Provider(s) based on the analysis of requirements and Agency-specific selection criteria across the Networkx contracts. While performing Fair Opportunity, two processes may be followed.

- Standard Process - Used when Agencies use the established fixed-price CLINs in the Networkx



Requirements Development

For more information concerning Requirements Development, please see the Networkx Fair Opportunity and SOW Guide and Pricer.

[Networkx Fair Opportunity and SOW Guide](#)

[Pricer - public site](#)



For more information concerning Fair Opportunity Decision, please see:

[Networkx Fair Opportunity and SOW Guide](#)

[Fair Opportunity for Networkx](#)

Figure 4.1, *DAR and Fair Opportunity Process*

contracts

- SOW Process - Used when Agencies have unique requirements for which there are not established CLINs in the Networx contracts

The Agency will select the contractor best suited to provide the required services under Networx using the FO decision process (or exceptions to Fair Opportunity [Contract Section G.4.3, *Exceptions to the Fair Opportunity Process*]). The Agency will document the basis for the decision. Formal evaluation plans or rating schemes are not required for this process; however, the extent of acquisition planning and evaluation should be commensurate with the estimated value and importance of the service order. The Agency shall forward the decision to the GSA Contracting Officer.

5.5 GSA Regional Services

GSA Regional Services coordinates with Agencies to establish processes for the transition of local services delivered through the Regional consolidated systems. Regional Services conducts the following transition planning activities:

- Review lessons learned from previous transitions
- Develop regional transition plans to accommodate various scenarios
- Document transition-related processes
- Perform regional assessments
- Identify resource requirements
- Identify GSA regional transition managers and other points of contact (POCs) at both the national and field levels
- Prepare guidelines for using the Networx contracts in conjunction with regional contracts
- Work directly with service providers and Agency customers to process transition orders

Regional Services can help reduce or eliminate potential risks to Agencies by sharing lessons learned from prior transitions, implementing best practices, and providing expertise in resolving challenging transition issues.

6 TRANSITION EXECUTION AND MANAGEMENT

Transition execution and management encompasses activities from order placement through disconnects and transition tracking and reporting. This section also covers tools, communications, and training available to support an Agency with the successful completion of all transition activities.

6.1 Order Placement Process

Once the FO process and necessary modifications to the Networkx contracts are completed, an Agency submits orders directly to the selected Networkx contractor. The selected Networkx contractor may consult with the Agency to expedite the ordering process and to provide the tools needed to ensure that all orders are properly placed. The Networkx contractors may also provide training to individual Agencies on placing orders for their services.

The Networkx contractors will accept orders only from Agency authorized DARs for Networkx contracts. Networkx contractors ensure that correct Agency hierarchy information is supplied and provide order tracking and inquiry information to assist both the Agencies and GSA in monitoring order related activities such as billing, service inventories, and credits.

When placing an order for transition, the order must be marked with a “Y” for transition. Some supplemental information that may be necessary includes:

- “P_OPS” in the Agency Service Request Number (ASRN) field to indicate parallel operations
- Incumbent contractor
- FTS2001 AHC
- FTS2001 SDP ID, if applicable
- Service provided by incumbent
- Details of service
- Government equipment connected to service
- Incumbent contractor’s access information

6.1.1 Placing the Order

The steps for placing an order with a Networkx contractor, along with time limits, as defined in the Networkx contracts, are:

1. Place Order: The Agency will place an order with the selected Networkx contractor. Only Agency DARs are authorized to place orders for Networkx services.



Order Placement Process

For more information concerning Order Placement Process, please see the Networkx Fair Opportunity and SOW Guide

[Pricer - public site](#)

2. **Receive Order:** The contractor receives the order from the Agency. If a non-electronic medium is used, the contractor will enter the order into its online ordering system within three (3) business days.
3. **Issue Order Receipt Acknowledgement:** The contractor provides the ordering Agency with a completed Order Receipt Acknowledgement form within one (1) business day of receiving the order. An Order Receipt Acknowledgement will be provided by the contractor for each order received from the ordering Agency.
4. **Determine Order Validity:** The contractor also validates each data element submitted with the order, paying particular attention to the accuracy and completeness of the AHC(s) and the user authorizations. No orders with incorrect or incomplete AHCs will be validated. Any order containing an AHC that the DAR is not authorized to provide (based on the DAR profile) will not be validated. When reviewing the order for validity, the contractors should pay particular attention to the service scope and funding authorization of the DAR. Any order placed by an unauthorized DAR or in which an incorrect funding source is identified will not be validated. Depending on the results of this review, one of the following two courses of action are to be taken:
 - a. **Order Valid – Contact Agency:** If an order is valid, the contractor will notify the ordering Agency within one (1) business day and will issue a Service Order Confirmation to the Agency within five (5) business days of receiving the order.
 - b. **Order Not Valid:** If the order is found to be invalid, the contractor will notify the ordering Agency within one (1) business day and will include in the notification the specific portions of the order that are invalid, with clear indications of why they are invalid. Ordering Agencies must respond to the contractor within five (5) business days of being notified that the order is invalid (see step 5 below). If the Agency fails to respond to the contractor within five (5) business days, the contractor issues an Order Rejection Notice to the Agency.
5. **Issue Order Correction.** For orders found to be invalid, the ordering Agency issues an order correction within five (5) business days of being informed that the order is invalid. If the Agency wishes to make a correction to an order found to be valid, the Agency can issue an order correction within five (5) business days of being informed that the order is valid. The contractor will accept the corrected order if the contractor deemed the original order to be invalid or the Agency determines it necessary to correct the order or change the customer want date. The Agency will submit the corrected order to the contractor in the same way that the original order was submitted. If an ASRN was provided, the contractor will use the same ASRN that was used on the original order. The contractor will also use the Contract Service Order Number on the corrected order that was used on the original order. The Contract Service Order Number is used for order tracking purposes.

6.1.2 Fulfilling the Order

Order fulfillment ensures that the order has been correctly placed and that service is being provided in accordance with the provisions of the Networx contracts. The process steps for order fulfillment are:

1. **Issue Service Order Confirmation:** If the contractor deems that the order is valid, the contractor issues a Service Order Confirmation to the Agency within five (5) business days of receiving the order.
2. **Issue Firm Order Commitment Notice:** In conjunction with issuing the Service Order Confirmation, the contractor will also issue a Firm Order Commitment Notice to the ordering Agency. The Firm Order Commitment Notice will specify an implementation interval that best meets the ordering Agency's want date in accordance with the Service Provisioning Intervals specified in the Networx contracts.
3. **Implement Order:** The contractor implements the order within the service provisioning interval. The implementation interval is the number of calendar days from the Service Order Confirmation date to the completion date as specified in the Service Order Completion Notice (SOCN).
4. **Issue SOCN:** The contractor provides the ordering Agency and GSA with a SOCN within one (1) business day after all the components of the order are fully implemented, the contractor has completed testing, and the service is ready for customer Agency use. The contractor must provide a SOCN for each order.
5. **Receive SOCN:** The ordering Agency and GSA receive a copy of the SOCN.

Once the vendor provides a Firm Order Commitment Notice, the Agency should notify users and appropriate stakeholders of the maintenance window and arrange for additional support or monitoring of the transition by Agency staff, as necessary.

6.1.3 *Verification and Acceptance Testing*

The contractor is responsible for the verification testing of Networx service, while the ordering Agency is responsible for acceptance testing. The contractor may not assign an effective billing date to a Networx service until the Agency accepts it in accordance with the agreed acceptance testing procedures that follow.

For each order, the contractor shall verify that the services delivered to the Government meet the requirements of its approved Networx Services Verification Test Plan. The Government, particularly the ordering Agency, has the option of observing or having a representative observe all or any part of the verification testing.

Verification testing shall be completed before acceptance testing begins. The contractor shall indicate successful completion of verification testing by delivering a SOCN within one (1) business day. The Government reserves the right to accept or reject the test results, in whole or in part, within three business days after receiving the SOCN. The contractor shall rerun test, in whole or in part, as required by the Government to verify that the services delivered to the customer meet contractual requirements.

The Government reserves the right to perform additional tests to confirm proper operation of a delivered Networx service for up to three (3) business days after receipt of the SOCN. If the Government reports no problems to the contractor during this test period, the effective billing date will be the completion date stamped on the SOCN when the contractor completes its verification testing. If during the acceptance testing period the Government encounter problems

and notifies the contractor by opening a trouble ticket in accordance with the “Trouble and Complaint Handling” section of the Networx contracts, the contractor shall correct the problem, repeat the verification testing, and issue a new SOCN with a new completion date when the problem is resolved.


If the Government does not reopen the trouble ticket in the next three (3) business days following receipt of the new SOCN, the service will be considered accepted and the effective billing date will be the completion date stamped on the most recent SOCN issued for that order. However, if the Government experiences problems and reopens the trouble ticket in the next three (3) business days, the service will not be accepted and an effective billing date will not be assigned to that order.

Section E, *Inspection and Acceptance*, of the Networx SOW provides detailed explanation of options, rights and remedies available to the Government.

6.2 Taxonomy and Reimbursement of Transition Expenses

The Taxonomy and Allocation of Transition Costs specifies the cost elements and cost allocations that will be borne by GSA and Government Agencies in transitioning from expiring FTS2001 contracts. For Agencies to qualify for reimbursements of transition costs, an Agency must comply with criteria set by the IMC. These criteria are:

- For all services to be transitioned, complete FO decisions by September 30, 2008.
- Submit all transition orders incurring charges for parallel operations by January 1, 2010.
- Submit all transition orders by April 1, 2010.


Taxonomy
For more information concerning Taxonomy and transition reimbursement costs, please see the Taxonomy and Allocation of Transition Costs document on the GSA Networx website:
[Taxonomy Document](#)

The milestone dates in the above criteria are based on the Transition Milestone Schedule the TWG approved on April 19, 2007. If there are changes to that schedule, the TWG will determine whether the dates for the criteria should be reset according to the new schedule. The TWG will then recommend new dates to the IMC for approval.

GSA will reimburse Agencies for certain transition expenses as specified in the Taxonomy and Allocation of Transition Costs document.

The Taxonomy identifies that Agencies are eligible for reimbursement of NRCs for implementation, 30 days parallel operations, and the taxes associated with each, as well as charges for changes in Primary Interexchange Carrier (PIC), when they comply with the criteria defined in the Taxonomy.

6.3 Service Provisioning

When the Agency places transition orders, it is responsible for monitoring the provisioning of the services through completion of implementation and transition. An Agency may place orders individually or group them into Transition Project Specific Plans; in either case, the Agency must indicate they are transition orders by indicating Transition = Y and identifying the service from which it is transitioning. The Agencies will receive a series of acknowledgments from the

contractor culminating in a SOCN. From that time, the Agency has three working days to test the service and notify the contractor if it is not working acceptably. If during the cutover from FTS2001 service to the Networx service the Agency or the Networx contractor determines the new service is not working properly, there are terms in both the Networx and FTS2001 contracts for falling back to the FTS2001 service. Agencies can become familiar with these requirements through the TTH, from their TSMs, or by researching the contracts themselves.

Although GSA does not track individual orders through the provisioning cycle, it receives and analyzes transition progress reports from the Networx contractors and disconnect reports from the FTS2001 contractors. Through these reports, GSA keeps abreast of transition orders that are to be implemented inside windows of 60 days, one week, and 24 hours. GSA uses disconnect reports to track the progress of moving off FTS2001 contracts.

6.4 Disconnects

Disconnecting an Agency's FTS2001 services is the last milestone in the transition to Networx. For service disconnects, an Agency's FTS2001 contractor will cease billing as of the Agency approved or accepted disconnect date and issue a disconnect notification to the requester. The FTS2001 contractor will stop billing on the disconnect date requested by the Agency, provided the Agency orders within the standard disconnect interval; otherwise, the FTS2001 contractor will stop billing the day the disconnect order is completed.



Disconnects

For more information concerning disconnecting FTS2001 services, please see the redacted FTS2001 contracts for your FTS2001 contractor.

6.5 Procuring Other Agency Key Personnel

Each Agency is responsible for its own transition to Networx. Agencies may procure assistance with transition activities through any contract vehicle. GSA has provided a CLIN in the Networx Transition Support Services task order that an Agency may use to procure resources necessary to assist with Networx transition.

[\(Secure\) TCC Instructions and Template for Agency-Specific Transition Support](#)

An Agency can request assistance with using this task order CLIN by contacting the Agency's TSM at GSA.

This task order can provide Agencies with contractor assistance across a broad range of transition activities, including:

- Perform the TM function
- Develop, coordinate and review the Agency's Networx transition program
- Describe site requirements
- Recommend site transition plans and processes
- Identify requirements for staging, site preparations, and service implementation



Agency-Specific Support

For information concerning procuring Agency-Specific Support, please contact your GSA Technology Service Manager (TSM) or the Help Desk:

866-472-0274 or
networx.support@gsa.gov

(Secure): [RTMs](#)

- Develop site surveys or review vendor site surveys
- Monitor calls with Networx contractors or TCC personnel during cutover/installation
- Coordinate with FTS2001 and Networx contractors
- Develop processes for identification and prioritization of services to be transitioned for the Agency
- Coordinate and participate in cutovers and installation
- Participate in Networx site tests, cutovers, and service acceptance

Deliverables available for Agencies under this CLIN include:

- Site Transition Plans
- Site Visit Reports
- Site Surveys
- Agency Transition Plans
- Cutover and Installation Reports

There are three TCC Support Contractors available to perform these services: Apptis, CACI-ISS, and Government Telecommunications Incorporated (GTI). An Agency may use one, a mixture of any of the three, or all of these contractors for their support. GSA will provide assistance, guidelines, and templates to establish an Agency-specific task order.

6.6 Transition Tracking and Reporting

GSA provides oversight to ensure transition execution occurs on schedule. The primary purposes of this oversight are as follows:

- GSA's transition team and the TWG will use tracking data to analyze trends in order to identify problems with a specific vendor, a specific location, a certain service, or an Agency that needs assistance and to formulate resolutions proactively.
- GSA senior management will have information to gauge the need for exercising options on the FTS2001 contracts.
- The NxPMO, GSA senior management, and Agency TMs will forecast the duration of transition and factor that into resource planning, both financial and personnel.
- The TWG has committed to using GSA's tracking reports as the definitive measure of transition progress across the Federal Government. Agencies may augment with their own additional details.

GSA's tracking system employs three methods of data collection and analysis. It records Agency decisions and information that indicate an Agency's readiness for transition. It measures the extent to which services are being disconnected from expiring FTS2001 contracts. Finally, it involves the inspection of reports to identify major or chronic issues, or negative trends.

The transition tracking system records:

- Agencies' appointments of DAR Administrators and DARs. Agencies send a letter to GSA with this information.
- Agencies' FO decision(s). Agencies send a letter(s) to GSA with this information.

The tracking system provides the following two measures, by type of service, and at the Government-wide as well as Agency level:

- Percentage of disconnects measured against the TBI snapshot. This information comes from reports the FTS2001 contractors provide to GSA.
- Number of transition orders completed on the Networx contracts. This is based on the SOCNs GSA will receive when services are implemented. The SOCNs will include a flag identifying transition orders.

Note that because of the differences between services on the FTS2001 and Networx contracts, and because not all services are expected to be moved to the Networx contracts, the percentage of disconnects and number of transition orders completed cannot be correlated to one another.

The transition tracking approach includes the inspection of various reports summarized at the Government-wide level as well as sorted by service, vendor, or Agency. GSA tracks troubles reported by those involved in transition. This allows the transition team and the TWG to identify major or chronic problems and trends that need attention. It could include, for example, transitions that fail to complete on their first attempt, or failures to meet SLAs. Additionally, GSA monitors transition progress reports the Networx contractors deliver to GSA. These include several deliverables that report the contractors' own measures of transition activities.

The transition tracking system will store data and prepare reports using the TIP. This is a web-based system that authorized stakeholders may access to see the status of transition in a dashboard format. Reports are compiled monthly and include:

- DAR Administrators appointed, reported as a total number and as a percentage of the Agencies with TMs.
- Agencies that have made FO decisions, reported as a total number and as a percentage of the Agencies with TMs.
- Disconnects, measured as a percentage of the TBI snapshot, reported Government-wide and by Agency, vendor, and service. Further, GSA will track disconnects against a quarterly estimate of what is expected during transition, based on the actual business volume trends in the previous transition to FTS2001, giving a general idea of how transition is progressing. As Agencies provide more information specific to their transition strategies, GSA may update this expected profile.
- Transition orders completed on Networx contracts, measured as number of SOCNs received for transition orders, reported Government-wide and by Agency, vendor, and service.
- Major or chronic issues, reported by source; vendor reports or trouble tickets, short description, or status of resolution.

6.7 Tools for Transition

Transition support tools have been established to facilitate transition activities as Agencies move from the FTS2001 contracts to Networx. The transition support tools discussed below include GSA OSSs such as the TBI application, TIP, NxPMO Help Desk, and the Networx Pricer. These tools address many of the lessons learned from previous transitions.

GSA has a centralized location and process for accessing transition information and tools. The transition website, www.gsa.gov/networxtransition, is the home page for linking to these tools and requesting access to them, as well as finding additional information and resources helpful to Agencies and contractors involved in transition. Examples of information that could be included on or linked to from the website are:

- Transition updates
- Schedules and milestones
- Advantages of transition to Networx
- Transition policies, procedures, and supporting documentation
- Transition Training Handbook
- Transition Strategy and Management Plan (TSMP)
- Transition templates
- Guidelines for managing Agency baseline inventories
- Transition Action Notices
- Points of contact at GSA and incumbent and Networx contractors
- Agency points of contact (DARs, TMs, etc.)
- Hyperlinks to related websites
- Transition tutorial and other resources
- Frequently Asked Questions (FAQs)

6.7.1 Transition Baseline Inventory

The TBI tool serves as the baseline for transition tracking and supports the transition cost reimbursement process. Agencies completed validation of the baseline inventory in January 2008, which now tracks progress toward completing Networx transition.

Agencies may continue to order FTS2001 services, but are responsible for ensuring the disconnection of all FTS2001 services prior to the expiration of these contracts. As an Agency orders new FTS2001 services and the invoices for the services have arrived, the TBI for that Agency and service receives a new un-validated record. Disconnects reported by



TBI Maintenance

Agencies are responsible for maintaining TBI data accuracy throughout transition.

*Procedures can be found in the Transition Baseline Inventory Post Snapshot Use and Maintenance document on the TBI application in MORRIS.
<https://morris.ftsbilling.gsa.gov>.*

the FTS2001 contractors are also reflected in the TBI.

There is an ongoing requirement for Agencies to review and validate information contained in the TBI. Agencies are responsible for periodically reviewing TBI records to determine if the addition of new un-validated records occurred.

It is each Agency's responsibility to correct its TBI data by reviewing and validating it, or by replacing some or all of it with Agency Owned Inventory (AOI) data.

Agencies have been provided the option of uploading AOI data and not reviewing and validating the TBI on an ongoing basis. For Agencies that have provided GSA with a Declaration of Intent to upload their own inventory and not maintain the TBI, there is a requirement to provide GSA transition status reports in a specified format. GSA will use these reports to update the TBI and maintain an accurate view of Networkx transition progress across the federal Government.

6.7.2 *Transition Information Portal*

The purpose of the Networkx TIP is to provide reporting and tracking of transition inventory, status of transition activities, and transition execution for both the GSA Networkx program and Federal Agency representatives.

The TIP provides Agency personnel a tool to monitor overall transition progress by AHC in order to execute its transition activities according to the Agency's transition schedule.

The TIP provides GSA and Agencies a tool to track progress, problems, and issues at a Government-wide, Agency by AHC, service, or vendor level. GSA's transition tracking approach includes inspection of various reports, as depicted in Table 6-1, *TIP Output Reports*, that allow the transition team and the TWG to identify major or chronic problems and trends that need attention.

Table 6-1: TIP Output Reports

Report Type	Report Description
FTS2001 Disconnect Status Reports	TBI by Service for all FTS2001 contractors combined
	TBI by Service by FTS2001 contractor
	Disconnects by Order Status for all FTS2001 contractors combined
	Disconnects by Order Status by FTS2001 contractor
	Disconnects by Order Status for all Services combined
	Disconnects by Order Status by Individual Services
	TBI versus Completed Disconnects by Service
	TBI versus Completed Disconnects by FTS2001 contractor
Networkx Installation Status Reports	Installations by Order Status for all Networkx contractors
	Installations by Order Status by Networkx contractor
	Installations by Order Status for all Services combined
	Installations by Order Status for Individual Services

Figure 6-1, *Transition Information Portal Inputs to Outputs*, illustrates the usage of TIP in providing transition reporting.

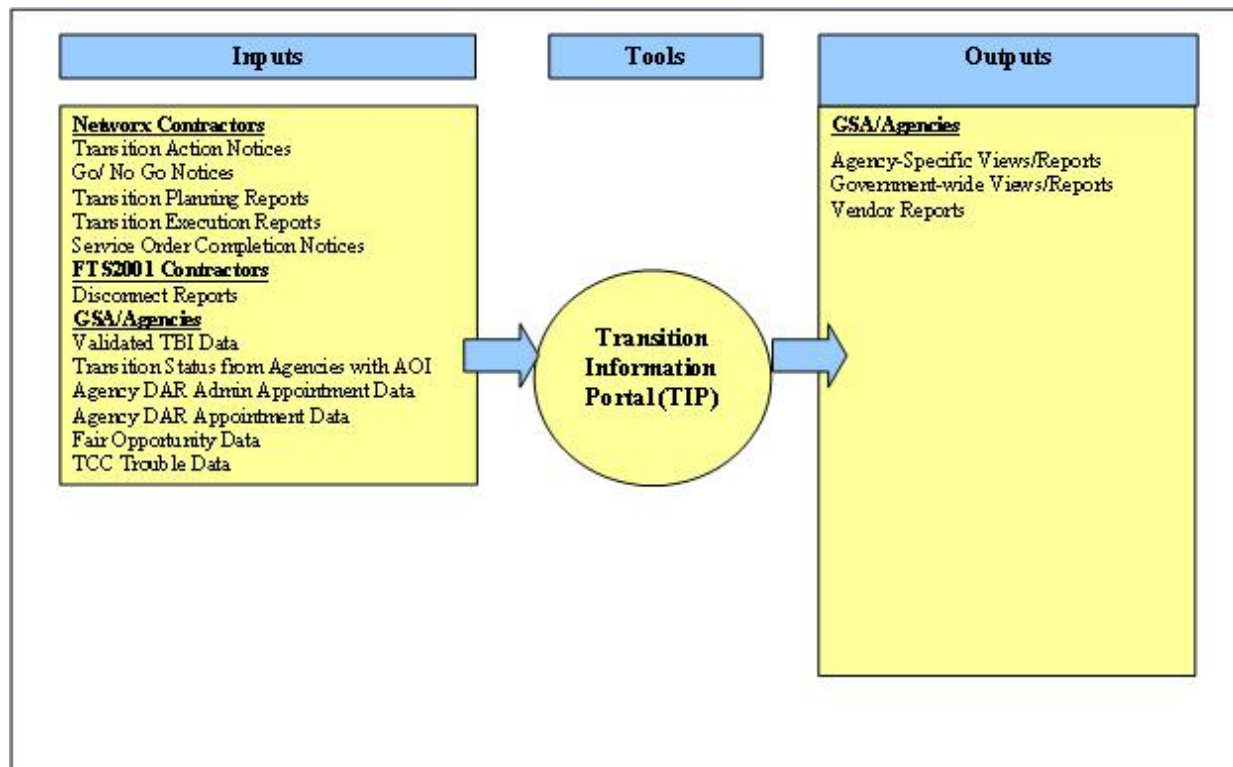


Figure 6-1: Transition Information Portal Inputs to Outputs

Problems or issues with potential to have negative impact on transition could include transitions that fail to complete on the first attempt or on schedule or failures to meet SLAs. GSA will also monitor transition progress reports Networkx contractors deliver to GSA. These include several contract deliverables that report the contractors own measures of transition activities. Figure 6-2, *Sample TIP Report*, provides a sample TIP report for transition order status.

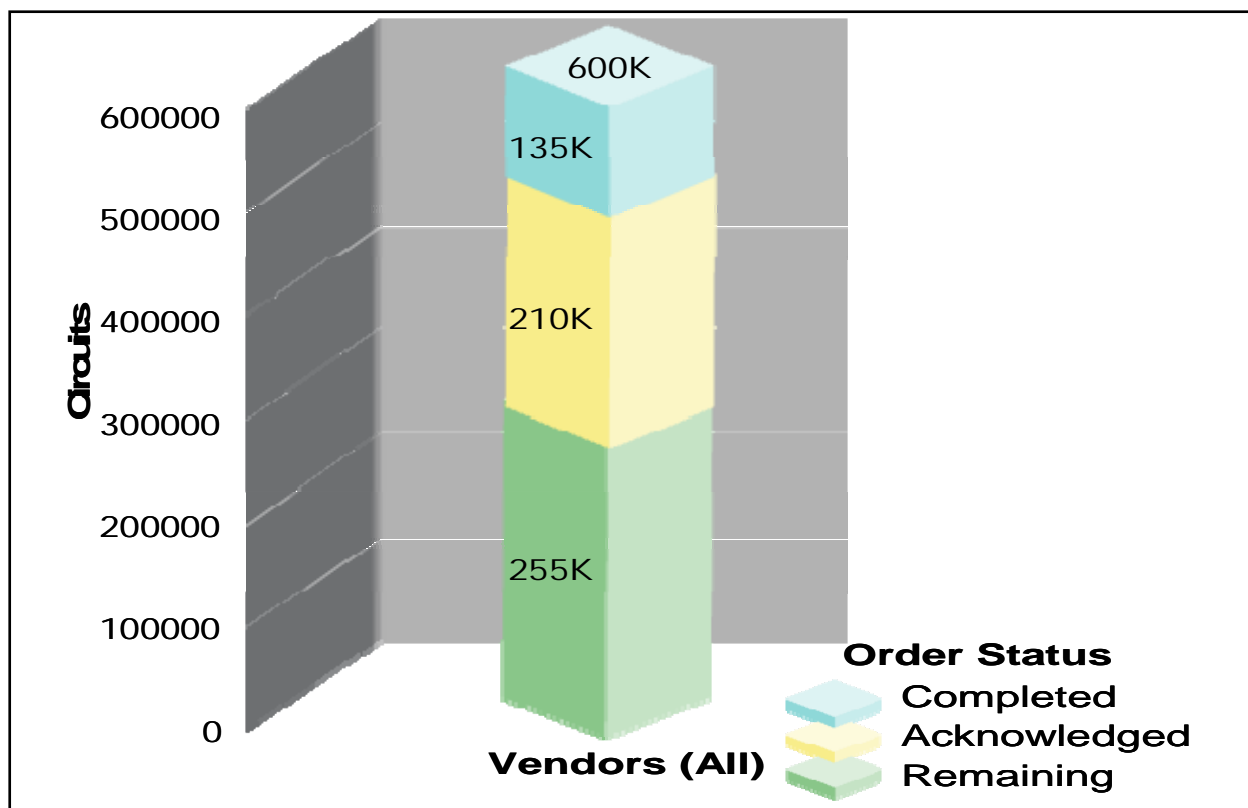


Figure 6-2: Sample TIP Report

6.7.3 *Networkx PMO Help Desk*

GSA has implemented an NxPMO Help Desk to manage transition-related issues experienced by Agency customers and contractors; however, this is not a replacement of the primary means of resolving issues with a service provider. The FTS2001 and Networkx contracts include trouble management functions and procedures that Agencies should follow when there are problems with the performance of their services or the contractor. Agencies can contact the GSA NxPMO Help Desk for assistance when this primary method is not satisfactory. The Help Desk uses a three-tiered structure staffed by GSA and contractor personnel who are knowledgeable about FTS2001 and Networkx. Tier 1 is a contact center that takes calls or emails reporting problems or inquiries, opens tickets, and makes a best attempt to resolve the issues. When necessary, Tier 1 escalates tickets to the appropriate Tier 2 subject matter expert, who may subsequently engage a Tier 3 expert to resolve the issue. The Help Desk handles questions or issues related to service clarification, contract, billing, ordering, inventory, Regional Services, and other transition, management, and operational areas. An escalation process has been implemented with the issue resolution process to ensure that Agencies, FTS2001 contractors, and Networkx contractors

receive responses to their questions in a timely manner. This structure allows GSA to capture a record of all contacts, perform trend analysis, and manage performance of the Help Desk. Agencies and contractors can reach the Help Desk at 866-472-0274 or networkx.support@gsa.gov.

6.7.4 Networkx Pricer

The Networkx Pricer tool facilitates Agency transition activities for selecting Networkx services. The public Networkx Pricer tool, which contains current and prior year prices, was released in mid-May 2007. The first release of the Networkx Pricer tool, which contains prices for the full ten years of the Networkx contracts, was implemented in early June 2007. GSA solicited Agency involvement in the development of the Networkx Pricer requirements to ensure it incorporates Agency user requirements. The Networkx Pricer allows users to compare pricing information among Networkx contractors for market research and FO evaluations. Users are able to produce individual price quotes and multi-point price quotes, search for CLIN pricing across all Networkx contractors, model “what-if” scenarios, and research FTS2001 prices. Agencies can access the Networkx Pricer from a link on <http://www.gsa.gov/networkx>; however, access to the 10-year Pricer is restricted.

6.8 TOPS

Telecommunications Ordering and Pricing System (TOPS) is an integrated telecommunications on-line ordering, processing, and billing system for local access service. GSA will provide further information in a future release.

6.9 E-MORRIS

Enhanced Monthly Online Records and Reports of Information Technology Services (E-MORRIS) is the GSA’s Networkx billing and inventory system. The E-MORRIS website provides access to critical Networkx data and the system includes modules for Billing, Transition Credit Reimbursement, Networkx Inventory Management (NIM), Workflow Management, and other Networkx support applications. GSA will release further information on E-MORRIS at a future date.

6.10 Communications for Transition

Communications play a critical role in the successful transition of an Agency’s telecommunications services. Several methods of communication have been established to assist Agencies with communications throughout transition. These methods include:

- TIP (See Section 6.7.2, *Transition Information Portal*)
- TWG (See Section 4.6, *IMC Transition Working Group*)
- Help Desk (See Section 6.7.3, *Networkx PMO Help Desk*)
- Networkx Transition and TWG websites

The Networkx program offers web-accessible resources for using the contracts as well as for transition. The homepage for Networkx is www.gsa.gov/networkx. Figure 6-3, *Networkx Website Structure and Content*, shows the structure and content of the websites for these resources.

Agencies and contractors should check the websites frequently for new information, templates and checklists GSA has made available for their use in expediting transition.

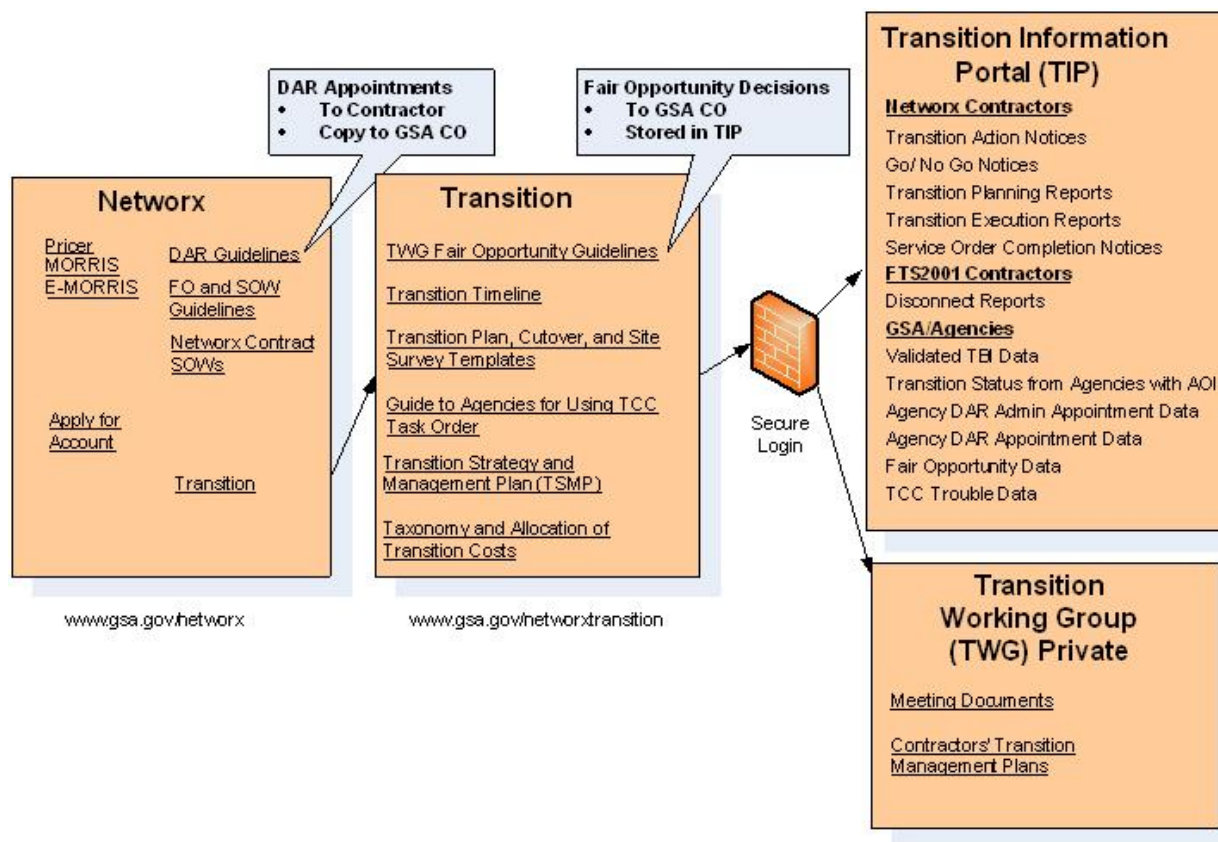


Figure 6-3: Networkx Website Structure and Content

6.11 Training for Transition

GSA is making available several training opportunities for its own transition team as well as for Agencies. First, the TCC has developed and maintains a library of Standard Operating Procedures (SOPs), which ensures that the staff maintains currency on these SOPs. Second, GSA has delivered training sessions to the Agencies for the following: TBI, TIP, and the Networkx Pricer. In fact, GSA has already trained nearly 200 Agency personnel in TBI classes, and all the Agencies in use of the Pricer. Third, GSA published this TTH that covers a variety of topics critical to the success of transition as well as being helpful in ensuring Agencies get through transition with minimal frustration and confusion. Of course, GSA will benefit from the same training. The TCC will deliver training topics from the Handbook in a variety of media appropriate to the topic and audience. Lastly, Networkx contractor training programs will be available to the Agencies in accordance with Section C.3.7, *Training*, of the Networkx contracts. These programs include:

- Training for executives who are senior level Government managers
- Training for DARs who are Agency representatives with the authorization to order products and services
- Training for Network Operations personnel who are Agency representatives with network monitoring responsibilities

The training programs offered to Agencies will ensure the staff's sufficient knowledge of transition resources and activities.

6.12 Self-Help Templates and Checklists

In order to assist Agencies in preparation for transitions, the TCC developed a Site Survey Template. The Site Survey Template addresses information needed for the service disconnect and/or installation.

[Site Survey Template](#)

The TCC also developed a Site Transition Plan Template that Agencies can use to describe how a site's services will transition into full operation status, be integrated into ongoing operations, and maintained.

[Site Transition Plan Template](#)

The TCC reviews and comments on Agencies' Site Transition Plans upon request. The TCC also offers staff that has in-depth knowledge of the technical services provided under the Networx Universal and Enterprise contracts, as well as the services offered under FTS2001 and how they relate to Networx. By working through the TSMs, Agencies can obtain assistance in developing their requirements (including security requirements), identifying available alternatives that may respond to these requirements, assessing their feasibility, and obtaining recommendations for service selections.

In order to facilitate a smooth transition to Networx contracts, the TCC has developed a comprehensive set of Transition Cutover Checklists. The purpose of Networx Transition Cutover Checklists is to provide Agencies both generic and service-specific level guides to facilitate timely cutover of legacy services to an equivalent Networx service with minimal service delivery incidents. These documents may be used by Transition Managers, LGCs, TSMs, or contractors, as needed.

The generic checklist identifies and describes common cutover tasks. The complementary service specific checklists describe the cutover tasks specific to each service. They also provide service specific cutover templates, sample test plans, SLA performance requirements, and service Operational View illustrations. The generic and service specific checklists should be executed together in order to address all cutover activities.

The following links provide access to the Cutover Checklists on the Transition website.

[Cutover Checklists by Service Type](#)

[Cutover Checklists by Service Type \(cont.\)](#)

6.13 Transition Coordination Center (TCC)

To assist and support Agencies with the movement of services from the expiring FTS2001 telecommunications contracts to Networx, GSA established a TCC. A TCC Manager, who reports to GSA's Transition Management Team, is the head of the TCC. It is staffed by both GSA and contractor personnel. The TCC's customers are both internal and external to GSA and include the 11 GSA Regions, Agencies using FTS2001 contracts, FTS2001 contractors, and Networx contractors. The TCC may also respond to requests for information and assistance from GSA management, TSMs, the IMC, the IMC TWG, and other entities.

This section contains a brief description of the TCC and its operation.

6.13.1 TCC Objectives

An objective of the Networx transition process is for all Agencies' FTS2001 services to be disconnected before the incumbents' contracts expire. The TCC assists in achievement of the overall Networx transition objective as follows:

- It facilitates the transfer of Federal Agencies' telecommunications products and services from the FTS2001 and Crossover contracts to Networx contracts. The TCC provides guidance through this process to help Agencies develop their transition plans and other documentation to facilitate the transition process. In addition, the TCC responds to transition-related questions and issues from customers and acts as a liaison between the Agencies, telecommunications contractors (both incumbent and new), and various GSA organizations, including the Regions.
- The TCC monitors all Agencies' transitions to provide a Government-wide view of the status and progress of transition. By analyzing transitions across Agencies, the TCC is able to identify common issues and problems and take a proactive role in resolving them and preventing a recurrence.
- The TCC provides reports and briefings on the status and progress of the Networx transition to GSA leadership, the TWG, and the IMC. The information gathered by the TCC is used to respond to requests for Congressional testimony and from other stakeholders.

6.13.2 TCC Structure and Functions

The TCC contains the following teams:

- The Cut Team provides cutover assistance to TCC customers, as needed.
- The TCC Operations (TCC Ops) Team is responsible for the day-to-day TCC activities. TCC Ops tracks action items, develops and implements procedures, and manages TCC day-to-day resource assignments.
- The TCC Project Management and Control Team develops and maintains a master schedule of all TCC activities and performs management and administration of TCC support contractors' Task Orders.
- The TCC Systems Support Team performs system development, maintenance, and trouble-shooting of the software applications that support the TCC. These

applications include the portal for tracking transition progress, called the TIP website.

- Regional Transition Support is the liaison function to the GSA Regions, and it facilitates transition of the customers they serve.

The Transition Management Team and the TCC offer efficient and timely customer service and support through conduct of the following functional areas:

- Strategic guidance
- Customer outreach
- Cutover monitoring and assistance
- Agency-specific transition support
- TCC operations
- Transition tracking and reporting
- Tier 2 Support and Tier 3 Help Desk Referrals.

6.13.3 *Operations*

The TCC operates in GSA office space in the Willow Wood complex in Fairfax, Virginia. The TCC became operational at the time of the first award of the Networx contract in March 2007 and will function through the end of the transition, that is, when all services have moved from expiring FTS2001 contracts. TCC personnel maintain a physical presence at the GSA facility from 6 AM to 10 PM (EST or EDT, as applicable), Monday through Friday as needed. If transition activities, such as cutovers, are planned from 10 PM to 6 AM weekdays or anytime during a weekend, staff will be present at the TCC and at the Agency site, if requested. If there are no activities planned between 10PM to 6AM weekdays or on a weekend, physical presence at the TCC is not required though at least one person will be on call.

7 RISK MANAGEMENT

Risk management includes identifying sources of risk and establishing mitigation strategies that address potential risks that may affect transition. GSA and the TWG are identifying and managing risks associated with the transition to Networx proactively. Risk management will minimize the likelihood of expected and unexpected transition delays.

7.1 Sources of Risk

The FTS2001 Lessons Learned document, located in the TSMP, provides a thorough analysis of the known sources of risk based on previous transition experiences. Risks may occur during one or more of the transition project phases defined below:

Transition Planning Phase: Includes establishing schedules, determining necessary resources, and identifying potential risks.

Transition Execution Phase: Involves the implementation of the transition plan and execution of transition activities. Transition activities include Fair Opportunity, vendor selection, and service acceptance.

Transition Monitoring, Controlling, and Tracking: Involves the tracking of transition performance in accordance with the transition schedule and ensuring FTS2001 and Networx contractor performance.

Transition stakeholders documented these risks.

7.2 Risk Mitigation

By analyzing and determining the sources of risk proactively, GSA has developed effective risk mitigation strategies that use industry best practices. Risk mitigation strategies alleviate potential risks to transition stakeholders that can adversely affect transition activities. To aid in this effort, GSA has identified and categorized a series of mitigation strategies to apply to lessons learned from previous transitions to address each of the identified areas of risk.

Table 7-1, *Sample Risk Mitigation Strategies*, presents an excerpt of risk mitigation strategies found in Appendix E, *Risk Management Strategies*, of the TSMP.



Transition Strategy and Management Plan

For more information concerning Risk Management, see the TSMP document on the GSA Networx Transition website:
[TSMP](#)

Table 7-1: Sample Risk Mitigation Strategies

Risk Identification		Risk Impact	Risk Mitigation Strategy
Project Phase	Risk Description		
Transition Planning	Magnitude was not fully appreciated	Cost and schedule overruns, inadequate training for staff	GSA has outlined in Section C.1.2 of the Networx RFP the scope of the activities required to transition to the Networx contracts.
			GSA has created planning documents such as the TSMP, Transition Timeline, and Site Transition Template, which outline the specific roles and responsibilities relative to transition. These documents did not exist in previous transition efforts.
Transition Execution	Poor contractor support during transition	Schedule delays and service interruptions	GSA has referenced SLAs in Section C.3.2.2 of the Networx RFP to which the Networx contractors must adhere.
Transition Monitoring, Controlling, & Tracking	Different Government-wide reporting structures	Not a clear understanding of transition objectives and progress measurements	Protocol regarding transition reporting has been outlined in Section 4.4 of the Networx RFP. Reporting formats have been defined to ensure that desired data elements are presented in a consistent manner.
			Progress monitoring and tracking procedures have been clearly articulated in a users' requirements document the TWG developed, representing the agreement for all Agencies to use a single source of transition status across the Government.

Appendix A

Acronyms

Acronym	Meaning
AHC	Agency Hierarchy Code
AOI	Agency Owned Inventory
ALTP	Agency-Level Transition Plan
ASRN	Agency Service Request Number
ATM	Asynchronous Transfer Mode
CIO	Chief Information Officer
CLIN	Contract Line-Item Number
CLLI™	Common Language Location Identifier
DAR	Designated Agency Representative
DAR Administrator	Designated Agency Representative Administrator
DMRC	Device Monthly Recurring Charge
DNRC	Device Non-Recurring Charge
E-MORRIS	Enhanced Monthly Online Records and Reports of Information Technology Services
FAQ	Frequently Asked Question
FAS	Federal Acquisition Service
FEMA	Federal Emergency Management Agency
FO	Fair Opportunity
GAM	Global Account Manager
GAO	Government Accountability Office
GFP	Government Furnished Property
GSA	General Services Administration
GTI	Government Telecommunications Incorporated
IAT	Inventory Assistance Team
ID	Identification
IMC	Interagency Management Council
IP	Internet Protocol
IRS	Internal Revenue Service
LERG	Local Exchange Routing Guide
LGC	Local Government Contacts
MMRC	Maintenance Monthly Recurring Charge
MORRIS	Monthly Online Records and Reports of Information Technology Services
NBD	Normal Business Days
NDA	Non-Disclosure Agreement
NHC	Networx Hosting Center
NIF	Network Interface Facility
NIM	Networx Inventory Management
NRC	Non-Recurring Charge
OMB	Office of Management and Budget
OSS	Operational Support System
PIC	Primary Interexchange Carrier

Acronym	Meaning
PMO	Program Management Office
POC	Point of Contact
POP	Point of Presence
RTM	Reporting Task Manager
SCID	Schedule Identification
SDP	Service Delivery Point
SED	Service Enabling Device
SLA	Service-Level Agreement
SME	Subject Matter Expert
SOCN	Service Order Completion Notice
SOP	Standard Operating Procedures
SOR	Statement of Requirements
SOW	Statement of Work
SWC	Serving Wire Center
TBI	Transition Baseline Inventory
TCC	Transition Coordination Center
TCC Ops	Transition Coordination Center Operations
TIP	Transition Information Portal
TM	Transition Manager
TMP	Transition Management Plan
TOPS	Telecommunications Ordering and Pricing System
TPOC	Transition Point of Contact
TPSP	Transition Project Specific Plan
TSM	Technology Service Manager
TSMP	Transition Strategy and Management Plan
TTH	Transition Training Handbook
TWG	Transition Working Group
V&H	Vertical and Horizontal
VOIP	Voice Over Internet Protocol

Appendix B References

Fair Opportunity for Networx, version 1.0, May 31, 2007, GSA

Networx Enterprise Statement of Work, TQC-JTB-05-0002, May 6, 2005, GSA

Networx Fair Opportunity and Statement of Work Guide, September 2007, GSA

Networx Universal Statement of Work, TQC-JTB-05-0001, May 6, 2005, GSA

Site Survey Template, version 0.2, October 1, 2007, CACI

Site Transition Plan Template, version 0.1, July 30, 2007, CACI

Taxonomy and Allocation of Transition Costs, version 4.3, January 15, 2008, GSA

TCC Instructions to Agencies, version 2.0, April 3, 2008, GSA
(Includes *Agency-Specific Transition Support Requirements Template*)

Transition Strategy and Management Plan, version 1.2, April 15, 2008, GSA